

## POLES, CONDUIT AND RIGHTS OF WAY

<b>105. Measurement</b>	
Percentage of requests processed within 35 Days	
<b>Definition:</b>	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(count of number of requests processed within 35 days ÷ total number of requests) * 100	Reported for individual CLEC, and all CLECs, and SWBT DSL Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
90% within 35 days; DSL – 90% within 35 days or parity provided to SWBT DSL Affiliate.	

<b>106. Measurement</b>	
Average Days Required to Process a Request	
<b>Definition:</b>	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
See Measurement No. 105	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date request returned to CLEC} - \text{date request received from CLEC}) \div \text{total number of requests}$	Reported for individual CLEC, and all CLECs, and SWBT DSL Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 105. Benchmark will be established during the 6 month review. <sup>45</sup>	

<sup>45</sup> Rhythms and Covad reserve the right to request a benchmark and measurement type, as needed, for this measurement at the 6-month review; however, the remaining modifications should be made now so that the activities can be measured and disaggregated appropriately.

## **COLLOCATION**

<b>107. Measurement</b>
Percentage Missed Collocation Due Dates
<b>Definition:</b>
The percentage of SWBT caused missed due dates for collocation projects.
<b>Exclusions:</b>
None
<b>Business Rules:</b>
<p>The clock starts when SWBT receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation arrangement is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none"> <li>• CLEC return to SWBT corrected and complete floor plan drawings.</li> <li>• CLEC placement of required component(s).</li> </ul> <p>If the business rules and tariff are inconsistent, the terms of the tariff will apply.</p>
<b>Levels of Disaggregation:</b>
<p>Physical</p> <ul style="list-style-type: none"> <li>• Caged</li> <li>• Shared Caged</li> <li>• Caged Common</li> <li>• Cageless</li> <li>• Adjacent On-site</li> <li>• Adjacent Off-site</li> <li>• Augments to Physical Collocation Virtual</li> <li>• Virtual</li> <li>• Augments to Virtual.</li> </ul>

Appendix – Performance Measurements and Business Rules  
Rhythms and Covad Proposed Performance Measurements  
February 22, 2000

Calculation:	Report Structure:
(count of number of SWBT caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100	Reported for individual CLEC, <u>SWBT DSL Affiliate</u> , and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	

<b>107.1 Measurement</b>	
Percentage Missed Collocation Application Response Due Dates	
<b>Definition:</b>	
The application response missed due dates for availability of space for collocation projects.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts when SWBT receives, in compliance with the approved tariff, the application form from the CLEC. SWBT should notify the CLEC within 10 business days space availability.	
<b>Levels of Disaggregation:</b>	
Physical <ul style="list-style-type: none"> <li>• Caged</li> <li>• Shared Caged</li> <li>• Caged Common</li> <li>• Cageless</li> <li>• Adjacent On-site</li> <li>• Adjacent Off-site</li> <li>• Augments to Physical Collocation Virtual</li> <li>• Virtual</li> <li>• Augments to Virtual.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(count of number of SWBT missed due dates for application response for collocation facilities ÷ total number of physical collocation projects) * 100	Reported for individual CLEC, all CLECs, and SWBT DSL Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	

<b>108. Measurement</b>	
Average Delay Days for SWBT Missed Due Dates	
<b>Definition:</b>	
The average delay days caused by SWBT to complete collocation facilities.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
See Measurement No. 107	
<b>Levels of Disaggregation:</b>	
Physical, <ul style="list-style-type: none"> <li>• Caged</li> <li>• Shared Caged</li> <li>• Caged Common</li> <li>• Cageless</li> <li>• Adjacent On-site</li> <li>• Adjacent Off-site</li> <li>• Augments to Physical Collocation Virtual</li> <li>• Augments to Virtual.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{total number of SWBT caused missed collocation projects}$	Reported for individual CLEC, SWBT's DSL Affiliate, and all CLECs by active and non-active as defined in the tariff
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
10% of the tariffed intervals.	

<b>109. Measurement</b>	
Percent of Requests Processed Within the Tariffed Timelines	
<b>Definition:</b>	
The percent of requests for collocation facilities processed within the Tariffed timelines.	
<b>Exclusions:</b>	
Excludes Weekends & Holidays.	
<b>Business Rules:</b>	
The clock starts when SWBT (ICSC) receives the application. The clock stops when SWBT responds back to the application request with a quote.	
<b>Levels of Disaggregation:</b>	
Physical, <ul style="list-style-type: none"> <li>• Caged</li> <li>• Shared Caged</li> <li>• Caged Common</li> <li>• Cageless</li> <li>• Adjacent On-site</li> <li>• Adjacent Off-site</li> <li>• Augments to Physical Collocation Virtual</li> <li>• Augments to Virtual.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(count of number of requests processed within the tariff timeline ÷ total number of requests) * 100	Reported for individual CLEC, and all CLECs, and SWBT's DSL Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
90% within the tariff timeline	

## COORDINATED CONVERSIONS

<b>114. Measurement</b>	
Percentage of Premature Disconnects (Coordinated Cutovers)	
<b>Definition:</b>	
Percentage of coordinated cutovers where SWBT prematurely disconnects the customer prior to the scheduled conversion.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
A premature disconnect occurs any time SWBT disconnects the CLEC customer prior to the CLEC authorization.	
<b>Levels of Disaggregation:</b>	
None <u>DSL Loop conversions</u> <u>DSL Loop w/port conversions</u> <u>DSL Loop w/line sharing</u> <u>All other conversions</u>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100	Reported by CLEC <sub>1</sub> and all CLECs, SWBT DSL Affiliate, disaggregated by INP and INP with loop, LNP and LNP with loop.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
For All Other -2% or less premature disconnects starting 10 minutes before scheduled time. For DSL Loops – 2% or less premature disconnects starting 10 minutes before scheduled time, or parity with SWBT DSL Affiliate, whichever is less. For DSL Loops w/ port and DSL Loop w/line sharing– 1% or less premature disconnects starting 10 minutes before scheduled time, or parity with SWBT DSL Affiliate, whichever is less.	

<b>115. Measurement</b>	
Percentage of SWBT caused delayed Coordinated Cutovers	
<b>Definition:</b>	
Percentage of SWBT caused late coordinated cutovers in excess of “x” (30, 60 and 120) minutes.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
A coordinated cutover is delayed if SWBT is not ready within “x” (30, 60, and 120) minutes after the frame due time.	
<b>Levels of Disaggregation:</b>	
None DSL Loops All other conversions	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of SWBT caused late coordinated cutovers in excess of “x” (30, 60 and 120) minutes ÷ total coordinated cutovers) * 100	Reported by CLEC <sub>1</sub> and all CLECs <sub>2</sub> and SWBT DSL Affiliate disaggregated by INP and INP with loop, LNP and LNP with loop.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
8% or less of SWBT <sub>1</sub> coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.	

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*Attachment I***SWB****February 22, 2000****TABLE OF CONTENTS****DOCKET NO. 20226****DOCKET NO. 20272****SWBT'S PROPOSED PERFORMANCE MEASURES FOR xDSL**

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**DOCKET NO. 20226**

**PETITION OF RHYTHMS LINKS, INC.  
FOR ARBITRATION TO ESTABLISH  
AN INTERCONNECTION AGREEMENT  
WITH SOUTHWESTERN BELL  
TELEPHONE COMPANY**

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**PUBLIC UTILITY COMMISSION  
OF TEXAS**

**DOCKET NO. 20272**

**PETITION OF DIECA COMMUNICATIONS,  
INC., d/b/a COVAD COMMUNICATIONS  
COMPANY FOR ARBITRATION OF  
INTERCONNECTION RATES, TERMS,  
CONDITIONS AND RELATED  
ARRANGEMENTS WITH  
SOUTHWESTERN BELL TELEPHONE  
COMPANY**

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**PUBLIC UTILITY COMMISSION  
OF TEXAS**

**SWBT'S PROPOSED PERFORMANCE MEASURES FOR xDSL**

Comes Now, Southwestern Bell Telephone Company ("SWBT") and files its proposed performance measures for xDSL, consistent with the Arbitration Award ("Award"), as amended. SWBT has attached its proposed performance measures, altered to comport with the Award requirements. SWBT's explanation for changed language is noted in footnotes which accompany its proposed new text.

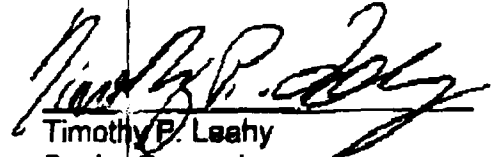
One exception is proposed performance measure ("P.M.") 5.1, which is intended to be an xDSL-specific variation to P.M. 5, previously approved by the Commission. P.M. 5.1 is unique to xDSL performance because of the role that the loop qualification process can have on the return of Firm Order Commitments ("FOCs"). SWBT's proposed P.M. 5.1 should be considered preliminary, as its creation was prompted by comments filed by a number of parties with the Federal Communications Commission in CC Docket No. 00-4. SWBT may make process changes in response to those comments, which may then require changes to P.M. 5.1.

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Respectfully Submitted,  
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General Counsel-Austin

  
Timothy P. Leahy  
Senior Counsel  
Bar Card No. 24003748

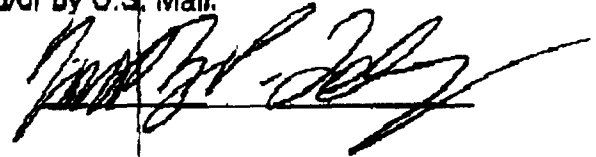
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**CERTIFICATE OF SERVICE**

I, Timothy P. Leahy, Senior Counsel, for Southwestern Bell Telephone Company, certify that a copy of this document was served on all parties of record in this proceeding on the 22<sup>nd</sup> day of February, 2000 in the following manner:

By hand delivery, facsimile and/or by U.S. Mail.



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**5.1 Measurement:**

Percent Firm Order Confirmations (FOCs) relating to LSRs for xDSL-capable loops Returned Within "X" Hours

**Definition:**

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

**Exclusions:**

- Rejected (manual and electronic) orders.
- SWBT only Disconnect orders.
- Orders involving major projects mutually agreed upon by CLECs and SWBT.
- XDSL that is negotiated as a project.
- XDSL loop with LNP.

**Business Rules:**

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours.

**LEX/EDI**

For LEX and EDI originated LSRs not requiring a manual loop qualification after the receipt of the LSR (including green to go requests, requests where loop qualification was performed on a pre-order basis, and requests processed based upon a mechanized loop qualification) the start date and time is the receive date and time that is automatically populated by the interface (EDI or LEX) with the system date and time on the SM-FID once all ordering edits are satisfied and the service order has a distribution date and time in SORD. The end date and time is recorded by both LEX and EDI and reflect the actual date and time the FOC is returned to the CLEC. This data is extracted daily from LEX and EDI and passed to the DSS (Decision Support System), where the end date and time are populated and are used to calculate the FOC measurements. For LSRs where FOC times are negotiated with the CLEC, the ITRAK entry on the SORD service order is used in the calculation.

DSL orders are identified as requiring manual loop qualification by the ITRAK FID of PRDSL. LSRs requiring manual loop qual are matched against the DSL Tracker database on PON number and the start time for the FOC is recorded as the time the loop qual is returned to the LSC by engineering. The end date and time is when the FOC is sent to the CLEC.

**MANUAL REQUESTS**

Manual service order requests are those initiated by the CLEC by fax. The receive date and times are when a good LSR is received in the LSC recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end times are the actual dates and times the paper faxes are sent back to the CLEC. Fax end times are recorded and input into the DSS systems via an internal Web application. Each FOC opportunity is dynamically established on the Web application via our interface to SORD. The LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to the CLEC. If a CLEC elects to accept an on line FOC and does not require a paper fax the FOC information is provided over the phone. In these instances, the order distribution time is used in the FOC calculation on the related SORD service order to the appropriate SM-FID entry.

For manual LSRs without an associated loop qual, the start date and time is when the good LSR is received in the LSC and the end time is when the FOC is sent back to the CLEC as described. For a manual LSR that has an associated loop qual, the start date and time is when the loop qual is returned from engineering to the LSC, and the end date and time is when the FOC is actually returned to the CLEC. DSL orders are identified as requiring loop qualification by the ITRAK FID of PRDSL. LSRs requiring loop qual are matched against the DSL Tracker database on PON number.

THIS IS A PRELIMINARY COPY. MORE DETAILS TO BE WORKED OUT LATER.

**Levels of Disaggregation:****Manually submitted:**

- UNE DSL Loop (1-49 Loops) < 24 Hours
- UNE DSL Loop (> 50 Loops) < 48 Hours

**Electronically submitted via LEX or EDI:**

- UNE DSL Loop (1-49 Loops) < 24 Hours
- UNE DSL Loop (> 50 Loops) < 48 Hours

**Calculation:**

(# FOCs returned within "x" hours +  
total FOCs sent) \* 100

**Report Structure:**

Reported for CLEC and all CLECs.  
This includes mechanized from EDI  
and LEX and manual (FAX or phone  
orders) These are reported by the  
average and the remainder.

**Measurement Type:**

Tier 1 - Low  
Tier 2 - Medium

**Benchmark:**

UNE DSL Loop (1-49) 95% / UNE DSL Loop (>50) 94% the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

## UNBUNDLED NETWORK ELEMENTS (UNES)

### Provisioning

<b>55. Measurement</b>	
<b>Average Installation Interval</b>	
<b>Definition:</b>	
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer requested due dates greater than "X" business days as set out in Measurement No. 56.</li> <li>• Excludes customer caused misses.</li> <li>• Excludes Weekends and Holidays.</li> <li>• XDSL<sup>1</sup></li> </ul>	
<b>Business Rules:</b>	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{[\sum(\text{completion date} - \text{application date})] + (\text{Total number of orders completed})}{\text{Total number of orders completed}}$	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 56	

<sup>1</sup> XDSL is excluded because it measured separately in 55.1.

<b>55.1 Measurement</b>
<b>Average Installation Interval DSL</b>
<b>Definition:</b>
Average calendar days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer requested due dates greater than the offered interval.</li> <li>• Excludes customer caused misses.</li> <li>• Excludes Weekends and Holidays.</li> </ul>
<b>Business Rules:</b>
The Application Date is the day that the customer authorizes SWBT to provision the DSL. <sup>2</sup> If the CLEC uses the "one-step" process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLECs specifications, <sup>3</sup> SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the Application Date. If the loop in its current condition does not meet the CLEC's specifications, <sup>4</sup> SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the Application Date will be the date that SWBT receives the supplement. If the CLEC uses the two-step process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as "green," SWBT will issue the order upon receipt of a valid LSR and the Application Date will become the date SWBT receives the valid LSR. <sup>5</sup> The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.
<b>Levels of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• Loops requiring conditioning and loops requiring no conditioning.</li> <li>• Loops (1 - 20)</li> <li>• Loops (20+)<sup>6</sup></li> </ul>

<sup>2</sup> Language was removed to incorporate the one-step, two-step and "as is" processes.

<sup>3</sup> Language was added to explain when a service order would be issued based on the loop qualification during the one-step process.

<sup>4</sup> This sentence explains when the LSR would be rejected and no service order issued, based on the results of the loop qualification during the one-step process.

<sup>5</sup> These two sentences were added to incorporate the business rules for LSRs submitted under the two-step process and orders submitted under the one-step process when no loop qualification is performed for a loop that pre-qualifies as "green".

<sup>6</sup> These disaggregation levels were modified based upon the ruling made by the Texas Commission at its December 16, 1999, Open Meeting.

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Calculation:	Report Structure:
$[\Sigma(\text{completion date} - \text{application date})] + (\text{Total number of circuits completed})$	Reported for CLEC and all CLECs, SWBT or affiliated carriers. <sup>7</sup>
Measurement Type:	
Tier 1 - High	
Tier 2 - High	
Benchmark:	
Parity with SWBT and its carrier affiliates. <sup>8</sup>	

<sup>7</sup> This takes into account affiliated carriers which provide DSL-based services in Texas.  
<sup>8</sup> *Id.*

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<b>56. Measurement</b>	
<b>Percent Installations Completed Within "X" Days</b>	
<b>Definition:</b>	
Percent installations completed within "X" business days excluding customer caused misses and customer requested due date greater than "X" business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer requested due dates greater than "X" business days as set out below.</li> <li>• Excludes customer caused misses.</li> </ul>	
<b>Business Rules:</b>	
See Measurement No. 55	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of N, T, C orders installed within business "x" business days + total N, T, C orders) * 100	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 – High except DSL Tier 2 – High except DSL DSL Excluded, DSL damages and assessments contained in PM 55.1 <sup>9</sup>	

<sup>9</sup> These exclusions were added because DSL is included in a separate measure – 55.1.

**Benchmark:**

95% within "X" days

- 2 Wire Analog and Digital and INP (1-10) – 3 Days
- 2 Wire Analog and Digital and INP (11-20) – 7 Days
- 2 Wire Analog and Digital and INP (20+) – 10 Days
- DS1 loop (includes PRI) (1-10) – 3 Days
- DS1 loop (includes PRI) (11-20) – 7 Days
- DS1 loop (includes PRI) (20+) – 10 Days
- XDSL loop (1-20) – Not Conditioned 5 Days
- XDSL loop (20+) – Not Conditioned 10 Days
- XDSL loop (1-20) – Conditioned 10 Days
- XDSL loop (20+) – Conditioned 15 Days<sup>10</sup>
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

<sup>10</sup> The DSL-related benchmarks are based upon the intervals set by the Texas Commission in its order in the Rhythms/Covad arbitration. Reference to "days" is limited to business days.

<b>57. Measurement</b>	
Average Response Time for Loop Make-Up Information	
<b>Definition:</b>	
The average time required to provide loop qualification for DSL. <sup>11</sup>	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The time starts when a request is received from the CLEC by the LSC <sup>12</sup> and ends when the information on the loop qualification has been made available to the CLEC.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>DSL as determined by the Public Utility Commission of Texas.<sup>13</sup></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) / \text{Total number of loop qualifications}$	CLEC, All CLECs and SWBT or carrier affiliates. <sup>14</sup>
<b>Measurement Type:</b>	
Tier 1 - Low	
Tier 2 - Medium	
<b>Benchmark:</b>	
Parity	

<sup>11</sup> This modification was made to clarify that all DSL loop qualification will be included and not only ADSL loop qualification.

<sup>12</sup> This modification was made for clarity purposes.

<sup>13</sup> This modification was made to illustrate that all loop qualification requests will be handled in the same manner regardless of the CLEC's chosen technology.

<sup>14</sup> This addition was made to include loop qualifications performed for SWBT's separate data affiliate.

<b>58. Measurement</b>	
<b>Percent SWBT Caused Missed Due Dates</b>	
<b>Definition:</b>	
Percentage of UNEs (8db loops are measured at an order level) where installations are not completed by the negotiated due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements:</li> <li>• Exclude orders that are not N, T, or C.</li> <li>• Excludes customer caused misses.</li> </ul>	
<b>Business Rules:</b>	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties (Field Work and No Field Work).	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of UNEs (8dB loops are measured at an order level) with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8db loops) * 100	Reported for CLEC and all CLECs, SWBT or carrier affiliates. <sup>15</sup>
<b>Measurement Type:</b>	
Tier 1 - High	
Tier 2 - High	

<sup>15</sup> This modification was added to include SWBT's separate data affiliate.

**Benchmark:**

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res/Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res/Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGFL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DD <sup>16</sup>
9. Analog Trunk Port	VGFL
10. Subtending Digital Direct Combination Trunks	VGFL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops	ADSL <sup>16</sup>

<sup>16</sup> This modification is based upon the agreed upon benchmarks for DSL capable loops made during the 271 process.

<b>59. Measurement</b>	
<b>Percent Installation Reports (Trouble Reports) Within 30 Days (1-30) of Installation</b>	
<b>Definition:</b>	
Percentage of UNEs (8db loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes Non-measured reports (CPE, Interexchange, and Information reports).</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Excludes trouble report received on the due date before service order completion.</li> <li>• Excludes orders that are not N, T, or C.</li> <li>• Excludes DSL reports for loops that do not meet the general industry standards for the requested PSD. This exclusion would include loops ordered without conditioning where conditioning was required by Industry Guidelines.<sup>17</sup></li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8 db loops, which are reported at an order level to facilitate comparison with POTS retail.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of UNEs) (8db loops are measured at the order level) that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNEs (total orders for 8db loops) ) * 100	Reported for CLEC and all CLECs, SWBT or carrier affiliates. <sup>18</sup>

<sup>17</sup> SWBT allows CLECs to provision DSL over loops that do not comply with industry standards. However, because the requested loop in these cases does not meet the physical configuration generally-accepted by the industry for the specified PSD, there is a much higher occurrence of trouble tickets for these loops. These additional trouble tickets are caused by the fact the loop does not meet certain specifications and not by any fault of SWBT. While CLECs may attempt to make these loops work for their chosen technology, SWBT cannot be held liable for the CLECs business decision to work outside the recommended norms.

<sup>18</sup> Modified to include SWBT's data affiliate.

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<b>Measurement Type:</b>	
Tier 1 - High	
Tier 2 - High	
<b>Benchmark:</b>	
See Measurement 58	

**Maintenance**

<b>65. Measurement</b>	
<b>Trouble Report Rate</b>	
<b>Definition:</b>	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Excludes Non-measured reports (CPE, Interexchange, and Information reports).</li> <li>• Excludes UNE Combos captured in the POTS or Specials measurements.</li> <li>• Excludes DSL reports for loops that do not meet the general industry standards for the requested PSD. This exclusion would include loops ordered without conditioning where conditioning was required by Industry Guidelines.<sup>19</sup></li> </ul>	
<b>Business Rules:</b>	
Repair reports are entered into and tracked via Work Force Administration. Reports are counted in the month they post.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
<b>Calculation:</b>	<b>Report Structure:</b>
[Count of network trouble reports + (Total UNEs + 100)]	Reported for CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 - High	
Tier 2 - High	
<b>Benchmark:</b>	
See Measurement No. 58	

<sup>19</sup> SWBT allows CLECs to provision DSL over loops that do not comply with industry standards. However, because the requested loop in these cases does not meet the physical configuration generally accepted by the industry for the specified PSD, there is a much higher occurrence of trouble tickets for these loops. These additional trouble tickets are caused by the fact the loop does not meet certain specifications and not by any fault of SWBT. While CLECs may attempt to make these loops work for their chosen technology, SWBT cannot be held liable for the CLECs business decision to work outside the recommended norms.

<b>67. Measurement</b>	
<b>Mean Time To Restore</b>	
<b>Definition:</b>	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
<b>Exclusions:</b>	
See Measurement No. 65	
<b>Business Rules:</b>	
The start time is when the report is received. The stop time is the stop time is when the report is cleared in Work Force Administration.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties. Also disaggregated by Dispatch/No Dispatch.	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 - High	
Tier 2 - High	
<b>Benchmark:</b>	
See Measurement No. 58	

<b>69. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
<b>Exclusions:</b>	
See Measurement No. 65	
<b>Business Rules:</b>	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
<b>Levels of Disaggregation:</b>	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 - High	
Tier 2 - High	
<b>Benchmark:</b>	
See Measurement No. 58	

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*Attachment C***SWB****February 29, 2000****TABLE OF CONTENTS****DOCKET NO. 20226****DOCKET NO. 20272****SOUTHWESTERN BELL TELEPHONE COMPANY'S MOTION FOR REHEARING**

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**Original + 15**

cc: Chairman Pat Wood, III, PUC (hand delivered)  
Commissioner Judy Walsh, PUC (hand delivered)  
Commissioner Brett Perlman, PUC (hand delivered)  
Katherine D. Farroba, Arbitrator, PUC (hand delivered)  
Rowland Curry, Arbitrator, PUC (hand delivered)  
All Parties of Record (via facsimile)

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**DOCKET NO. 20228**

PETITION OF RHYTHMS LINKS, INC.	§	PUBLIC UTILITY COMMISSION
FOR ARBITRATION TO ESTABLISH	§	OF TEXAS
AN INTERCONNECTION AGREEMENT	§	
WITH SOUTHWESTERN BELL	§	
TELEPHONE COMPANY	§	

**DOCKET NO. 20272**

PETITION OF DIECA COMMUNICATIONS,	§	PUBLIC UTILITY COMMISSION
INC., d/b/a COVAD COMMUNICATIONS	§	
COMPANY FOR ARBITRATION OF	§	OF TEXAS
INTERCONNECTION RATES, TERMS,	§	
CONDITIONS AND RELATED	§	
ARRANGEMENTS WITH	§	
SOUTHWESTERN BELL TELEPHONE	§	
COMPANY	§	

**SOUTHWESTERN BELL TELEPHONE COMPANY'S MOTION FOR REHEARING****TO THE HONORABLE COMMISSIONERS:**

Southwestern Bell Telephone Company ("SWBT") respectfully seeks rehearing of the Commission's Revised Order issued February 9, 2000 (the "Revised Order") Approving Amendments to Interconnection Agreements between Rhythms Links, Inc. ("Rhythms") and Dieca Communications, Inc., d/b/a Covad Communications ("Covad") and SWBT.<sup>1</sup> *SWBT's rehearing request is limited to one issue.*

<sup>1</sup> The Revised Order approved the Arbitration Award, as amended. SWBT's motion thus also seeks rehearing of the applicable portions of the Arbitration Award. A timely motion for rehearing is a prerequisite to appeal in a "contested case" under the Texas Administrative Procedure Act. TEX. GOVT CODE § 2001.146 (Vernon 1999). The arbitration proceedings have been conducted under the Commission's FTA arbitration rules, rather than nominally as a contested case. However, in order to bring the matter addressed to the Commission's attention, and to moot any question as to whether a timely motion for rehearing is required, SWBT respectfully requests rehearing of the decision reflected in the Order. SWBT reconfirms the positions it has taken earlier in these dockets and incorporates its earlier briefs, comments and arguments. Under the Texas Administrative Procedure Act, a motion for rehearing is overruled by operation of law 45 days after the date of the Revised Order, unless sooner acted on by the Commission. TEX. GOVT CODE § 2001.146 (Vernon 1999).

These dockets have been long, complicated and contentious. The Arbitration Award's 121 pages illustrate the breadth of issues disputed by the parties and addressed by the Arbitrators. As all parties will agree, SWBT has fundamentally changed its policies as a result of the Award—changes reflected in the approved and effective interconnection agreements among the parties.<sup>2</sup> SWBT does not seek to resurrect the large number of issues raised in these dockets. Nonetheless, the Commission should rehear one issue from these dockets—the required three business-day interval for SWBT to return loop make-up information to requesting CLECs.<sup>3</sup> Resolution in favor of SWBT would not only avoid an appeal to the Courts,<sup>4</sup> but could avoid future conflict with CLECs over contract compliance.

SWBT suggests that the Commission review additional information available to it as to SWBT's ability to return loop make-up information within three business days and change these intervals to the three-to-five business-day interval *combined with a parity obligation*, as SWBT proposed during the Arbitration. Under SWBT's proposal, the CLECs would get the best of both worlds—the certainty of a definitive interval in the three-to-five business-day requirement and the benefit of parity—which will have the effect of shortening the interval as SWBT's processes become more efficient. In other

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<sup>2</sup> See SWBT's Compliance Filing As Required By The Commission's Revised Order Of February 9, 2000, filed February 16, 2000, ("Rhythms Agreement") and the Joint Compliance Filing As Required By The Commission's Revised Order Of February 9, 2000, filed February 18, 2000, ("Covad Agreement").

<sup>3</sup> See Covad Agreement, Section 5.4; Rhythms Agreement, Section 6.2.4.

<sup>4</sup> This is the only appeal issue that SWBT will assert, should an appeal be necessary. SWBT's position is that, as to the three business-day interval, the amended interconnection agreements approved in these dockets do not meet the requirements of the Telecommunications Act of 1996, 47 U.S.C. § 251 and 252, or relevant provisions of the Texas Public Utility Regulatory Act, §§ 11.001, et seq. of the TEXAS UTILITIES CODE (Vernon 1999), the Texas Administrative Procedure Act, Ch. 2001 Tex. Gov't (Vernon 1999), or relevant Substantive and Procedural Rules and practices of the Commission.

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words, the three-to-five business-day interval would serve as a ceiling for SWBT's performance. The parity obligation would ensure that CLECs would receive loop make-up information in shorter timeframes, should SWBT be able to do so for its data affiliate.

In addition to the evidence already in these dockets, the need to change the loop make-up interval is supported by the January data on SWBT's return of loop make-up requests (Performance Measure 57). January data were compiled under the new measurement definitions for start/stop times, as agreed to by SWBT on December 16, 1999.<sup>3</sup> (These data were included in the affidavit accompanying the Commission's Reply Evaluation in the FCC's Docket No. 00-4, at page 9). The data show that SWBT was not able to return loop make-up information in January, 2000, within the three business-day interval, although SWBT's parity obligation was met statewide. (The statewide intervals were 3.9 business days for CLECs and 6.53 business days for SWBT Retail).

SWBT's performance in January shows that it provided CLECs loop make-up information *more quickly* than this same information was provided to SWBT Retail. As such, SWBT met its obligations under the Federal Telecommunications Act ("FTA"), which form the legal framework for this Arbitration. See *Application of BellSouth Corp., et al. for Provision of In-Region, InterLATA Services in Louisiana*, 13 FCC Rod 20599, 20655 ¶ 87 (1998) ("a BOC must offer access to competing carriers that is equivalent to the access the BOC provides itself in the case of OSS functions that are analogous to OSS functions that a BOC provides to itself."); see also 47 U.S.C. § 252(c)(1) (state

<sup>3</sup> Obviously, these new start/stop times could not be addressed in the Arbitration; SWBT submits the intervals should be revisited based on these new measurements.

commission must ensure that Arbitration Award "meet[s] the requirements of section 251").

Notwithstanding SWBT's super-parity performance,<sup>6</sup> SWBT is concerned that its performance in January and later months could become a basis for a complaint under the approach of the Arbitration Award. Because of this, SWBT requests that the Commission rehear the loop make-up interval issue and examine SWBT's most recent performance (under the new start/stop times) to determine what a proper interval should be. This is especially appropriate as the start/stop times for measuring the relevant intervals were not known during the Arbitration.<sup>7</sup> Review of this information would likely show that SWBT's proposed three-to-five business-day interval—when combined with SWBT's parity obligation—is reasonable and fair to all parties.

While parity is the applicable standard for the return of loop make-up information, SWBT acknowledges the Commission's interest in creating a time-specific interval on which CLECs can rely. SWBT submits that its proposed three-to-five business-day interval provides the desired reliability to CLECs with the added benefit of potentially shorter intervals available under SWBT's parity obligation.

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<sup>6</sup> The Commission agreed that parity is the appropriate measure when the issue was raised in Project No. 16251 (See Evaluation of the Texas Public Utility Commission, at page 64).

<sup>7</sup> Another example of changed circumstances, as SWBT explained in its Comments and Reply Comments filed in January, is the 10-cent per loop make-up request rate ordered by the Commission. This low rate may prompt an artificial increase in requests from CLECs, making the three business-day interval unreasonable. This increase in requests was not considered in the Arbitration record, which also makes rehearing on this point appropriate. See SWBT's Comments Concerning Arbitration And Proposed Interconnection Agreements, filed on January 6, 2000; and SWBT's Reply To Responses Of Rhythms And Covad To SWBT's Comments Of January 6, 2000.

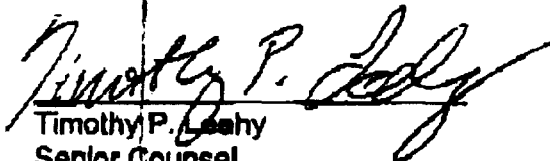
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WHEREFORE, PREMISES CONSIDERED, SWBT respectfully requests that the Commission grant rehearing, set aside its Revised Order as to the three business-day interval for the provision of loop make-up information, and require appropriate modifications to the interconnection agreements among the parties.

Respectfully Submitted,  
ANN E. MEULEMAN  
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**CERTIFICATE OF SERVICE**

I, Timothy P. Leahy, Senior Counsel, for Southwestern Bell Telephone Company, certify that a copy of this document was served on all parties of record in this proceeding on the 29<sup>th</sup> day of February, 2000 in the following manner:

By hand delivery, facsimile and/or by U.S. Mail.

